Service-Level Agreement

Between: APHIS Technical Assistance Center (ATAC) and Animal Care
                            Area Eastern Region Office (AERO)- Computer Specialist

Basic Scope of Agreement: Support for Animal Care, Eastern Region, Computer Specialist

For: June 1, 2001 through June 1, 2002

I.   **Services Provided by:**

A. ATAC

1. Services:

Perform first-level support for APHIS Standard Software
Applications, to include:

- Support and access for Remote LAN Dial-up (RLD)
- Support for client access to Lotus Notes version 4.6.2 and R5
- Support for Lotus Suite applications and Microsoft Office Suite
- Creation, modification and re-certification of Lotus Notes Ids
- Modification of Lotus Notes e-mail groups
- Support and access to Agency wide software software applications, to include:
  FFIS, PCMS, PC-Tare, etc.

When a call is received from Animal Care personnel according to the
SCOPE outlined above, the following procedures will need to be followed:

- Initiate an incident ticket

- The first of each week, ATAC will generate a report for the AC AERO
  Computer Specialist showing which AC customers contacted ATAC, the
  incident number, and the category of problems reported.

- The AC AERO Regional Computer Specialist will have access to the GWI
  database in order to review (read only) the incident ticket(s) in question.

2. ATAC Hours of Operation

Regular Business Hours:

7:00 a.m. EST to 7:00 p.m. EST,   Monday - Friday (non-holiday)

After hours, calls will be logged through voice mail or ATAC Mail-In Incident Database on or before the next business day.

3. Service Access

ATAC is accessible via:

Phone - Call 1-877-94ITHLP (1-877-944-8457)
E-mail - Via Lotus Notes to ATAC@aphis.usda.gov

B. Animal Care AERO Computer Specialist

1. Services

① Support for LARIS7 Database
① Support APHIS Standard Software Applications
① Support software installs and upgrades
① Support computer hardware moves, adds, changes
① Support peripheral equipment (e.g., printers, etc.)
① Support Program specific software applications

2. Hours of Operations

8:00 a.m. EST to 4:30 p.m. EST Monday - Friday (non-holiday)

3. Service Access

Animal Care Computer Specialist coverage and contacts:

Coverage List (by Specialist):

Marti Hefner	AC AERO	919-716-5543

E-Mail - Send a message to Marti.J.Hefner@aphis.usda.gov

Nancy Matthews	IT AERO (Back-up)	919-716-561

II.   Customer Responsibilities

Use the specified procedures, phone numbers, or E-mail addresses to request support.

III. Call Priorities and Response Times

Priority	Impact	Response	Resolution
Emergency	Critical impact on AC programs and public safety issues	1 Hour	2 Hours
High	Major impact on AC programs and/or service to public	3 Hours	4 Hours
Medium	Minor impact on AC programs And service to public	8 Hours	12 Hours
Low	General questions and suggestions	16 Hours	24 Hours

- Coordination will be made through the Regional Computer Specialist for activities/actions which may require the dispatch of Computer Specialist for problem resolution or any expenditure of funds.
- Resolution will be identified as the steps the technician has taken to either close the incident ticket or requested assistance in closing the ticket (e.g., ordered a new piece of hardware or a software program, contacted Lotus Notes or SmartSuite, MCI, etc.).

IV. Service Measures to Be Met

A. By ATAC:
First-level call resolution - 75 percent or greater

B. By Eastern Region Animal Care Computer Specialist:
First-level call resolution - 75 percent or greater

V. Escalation Procedures

Level	Initiate When	Contact	Phone/Pager
1	Agreed upon response time Not Met	ATAC Manager	970-490-8068
2	No Response two hours After Level 1 escalation	Marti Hefner	919-716-5543
3	No Response three hours After Level 2 escalation	Marti Hefner	919-716-5543